



Delaware ADRC Website Service Database Inclusion/Exclusion Criteria

Background and Intent

The Delaware Aging and Disability Resource Center (ADRC) is committed to helping older persons, persons with disabilities, and those who care about them understand and navigate the complex web of available services, agencies, and other options.

The Delaware ADRC helps people find information about resources and services that can provide assistance on a variety of issues – from housing and home care to meals, transportation, and other vital areas of concern. To support this goal, the Delaware ADRC has set forth the following inclusion and exclusion guidelines for the service database on the Delaware ADRC website.

Inclusion

The following are minimum requirements for inclusion:

- Entities, both public and private, must provide or coordinate health and/or social services for older persons, persons with disabilities, and/or their caregivers
- If required by the State of Delaware or the federal government, entities must maintain a license, certification, or registration
- Organizations located outside the State of Delaware will be considered for inclusion only if they serve older persons, persons with disabilities, and/or their caregivers in Delaware

The following are examples of types of entities that may be included in the Delaware ADRC website service database. (Inclusion is at the discretion of the Delaware ADRC.):

- Government agencies
- Not-for-profit organizations which serve older persons and persons with disabilities
- Businesses or for-profit entities whose products or services are consistent with the mission of the Delaware ADRC
- Entities which contract with the Delaware Department of Health and Social Services (DHSS)
- Licensed health care facilities (e.g., hospitals, nursing homes, assisted living facilities, adult day care centers, etc.)
- Faith-based organizations, social clubs, professional organizations, volunteer organizations, advocacy groups, or support groups
- Housing facilities or services for older persons and persons with disabilities
- Transportation services for older persons and persons with disabilities

Exclusion

The following entities are excluded from the Delaware ADRC website service database:

- Individual private practitioners licensed through professional boards (for example, social workers, counselors, psychologists, psychiatrists, medical doctors, lawyers)
- Individual vendors or private service contractors
- Insurance companies

The following criteria warrant exclusion/removal of otherwise eligible entities:

- Entities that refuse services on the basis of age, color, race, religion, gender, nationality, disability, marital status, or any other basis prohibited by law
- Entities that do not obtain or maintain required governmental licensing, certification, or registration
- Entities that make material misrepresentation or omissions regarding services provided, licensing status, or any other pertinent matter
- Entities that fail to respond to a request for updated information within the specified timeframe

Disclaimer

Inclusion in the Delaware ADRC Website Service Database does not constitute an endorsement of an organization, agency, or service by the Delaware ADRC nor does exclusion constitute a lack of endorsement. Only providers that meet the statewide inclusion/exclusion guidelines above will be included in the database. The final decision regarding inclusion/exclusion will be at the sole discretion of the Delaware ADRC. Appeals to these decisions must be forwarded, in writing, to the Delaware ADRC. A written response will be provided by the Delaware ADRC within thirty (30) days of receipt of appeal.